GRID CONNECT

ARLEC

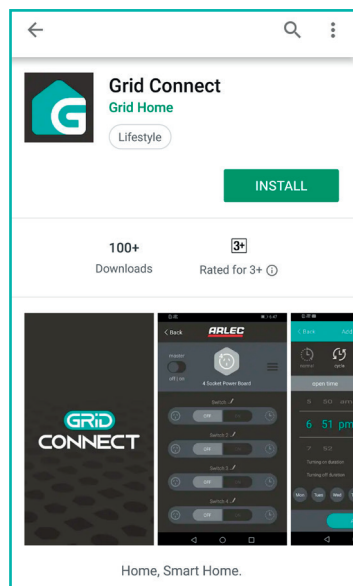### SMART CLIMATE PRODUCTS
STARTER GUIDE

Manage and control your GRID Connect appliances anywhere with one app on your smart device

GET IT ON Google Play
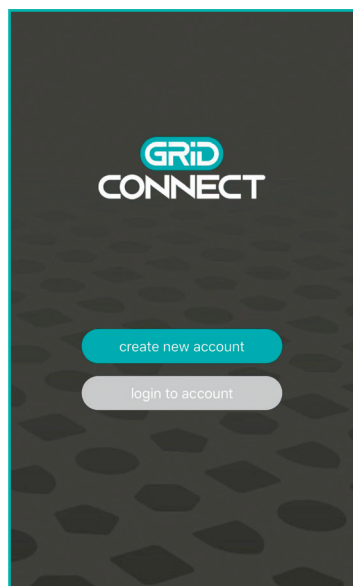
Download on the App Store

For further information check our
Trouble Shooting Guide
at the back of this guide.
Alternatively,
visit our website at
grid-connect.com.au,
contact our Customer Service team through the GRID Connect App customer service function, or call

1300 267 168
(toll free).

Downloading the App ①

Installing the App ②

Open the **GRID Connect App**. If you are a new user, tap **create new account** and follow the prompts to complete account setup.

> create new account

Note: You must agree with the Privacy Policy to be able to use the App.

If you already have an existing account, just tap **login to account** and enter your login details to continue.

> login to account

NEW ACCOUNT LOG IN SETUP

Download and install **GRID Connect App** from Play store (Android) or App store (iOS).

GET IT ON Google Play

Download on the App Store

Preparing your device ③

Turn ON the wall fan, press the "ON" button on the remote twice then press and hold "ON" until beeping is heard at a rate of 5 times per 3 seconds.

If the fan isn't beeping or if the wall fan is beeping slowly (approximately once every 3 seconds), turn it OFF. Unplug the wall fan, then wait for 10 seconds before turning it on again Retry from step 3.
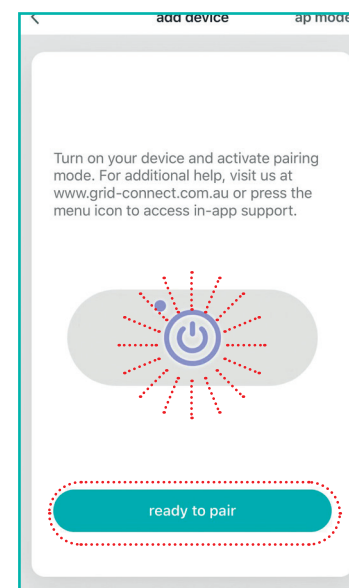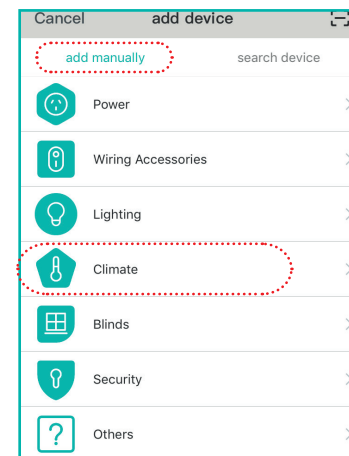
Pairing your device ④

Once your device is in pairing mode *(continues beeping)*, tap **add device** or ⊕ in the GRID Connect App.
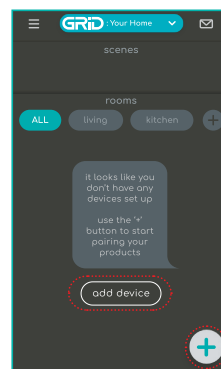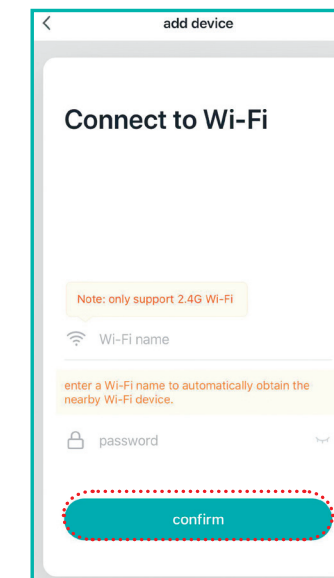

Pairing your device ⑤
▶ **add manually**

Tap **add manually** in **add device** page and select **Climate** from the list.
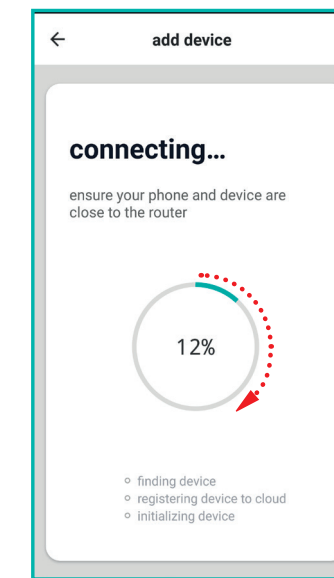

Confirm that the wall fan is still in pairing mode .

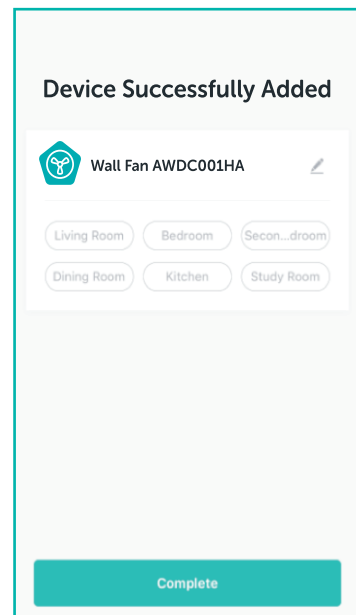
Pairing your device ⑥

Enter the Wi-Fi name and password and tap **next** to proceed, then follow the on-screen prompts

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Pairing your device ⑦

The GRID Connect App will start to scan and connect to the GRID Connect Smart device.

Device Successfully Added

⊕ Wall Fan AWDC001HA ✎

| Living Room | Bedroom | Secon...droom |
| Dining Room | Kitchen | Study Room |

Complete

Once the pairing process is completed, a page showing **Device Successfully Added** will appear.

You may choose to edit the device name or assign the device to a dedicated room before tapping **Complete** to finish the pairing process.

You are now able to control your smart device from your mobile device remotely.

? If no device is found and pairing process is not successful, check below and repeat from Step 4 .

1 GRID Connect device is in close proximity to the Wi-Fi router.

2 Wi-Fi network is 2.4GHz.

3 Wi-Fi password entered is correct and the same Wi-Fi network is used on the mobile device.

4 GRID Connect device is in pairing mode.

5 Check your Wi-Fi for internet connection.

CONTROL GRID CONNECT DEVICES WITH YOUR VOICE.

Visit the Grid Connect website at:
grid-connect.com.au
for steps on linking your Grid Connect account to Google Home or Amazon Alexa for voice control of applicable Grid Connect product.

works with **Hey Google**

works with **alexa**

Trouble Shooting Guide

What can I do if pairing fails with my GRID Connect device?	1. Check to ensure your mobile device is connected with 2.4GHz Wi-Fi network, refer to below question for how to check Wi-Fi network frequency 2. Check password entered is correct and the same Wi-Fi network is used on the mobile device 3. Check GRID device is in pairing mode, refer to step 4 mentioned in the instructions 4. Check your internet connection on your Wi-Fi network by browsing any website If problem persists, please refer to GRID website or contact Arlec Customer Service team (details below) for further assistance	*Do our current GRID products support 5GHz wireless connections?*	**No -** GRID products currently do not support 5GHz wireless connection
		If I forget my GRID Connect App account password, how can I reset the password?	If you forget your password, you can tap **forget password** and type in GRID Connect registered account detail to get verification code and reset your password
How can I find out whether my network is under 2.4GHz Wi-Fi?	**For iPhone Users** 1. Navigate the Settings menu and click on Wi-Fi. The suffix of your network should be denoted by either a 2.4G or 5G 2. If you still have trouble finding out if you are on a 2.4GHz Wi-Fi network, it will be necessary to obtain the information via your router. For more information on this process, please consult your specific router's manufacturer or user manual for more details **For Android Users** 1. Navigate the Settings menu and click on Wi-Fi 2. Tap the connected Wi-Fi network and system will show Wi-Fi Frequency	*When pairing, should my GRID device or mobile phone be in same room as Wi-Fi router?*	**No -** they do not need to be in the same room as long as they are connected to the same Wi-Fi network.
		When I try to register an account, the app tries to load, but does not progress to the next page. How can I fix this?	1. Navigate the Settings menu 2. Find the **GRID Connect App** and ensure it has been allowed to data usage

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Visit our website
grid-connect.com.au
to view the complete GRID Connect range, troubleshooting guides and demonstration videos.

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